



NATIONAL VOCATIONAL CERTIFICATE IN

HOSPITALITY AND TOURISM: FRONT OFFICE OPERATIONS **LEVEL 4**



Prepared by the Directorate of Industrial and Vocational Training (DIVT)

Ministry of Labour and Social Security
P. O. Box 1218
Mbabane
Kingdom of Eswatini

+268 24046122/4

Website: www.divt.org.sz

Email: mazambane.dlamini@divt.org.sz

March 2026

All rights reserved. The information contained herein is solely for education and training purposes in the TVET Sub-Sector. It may, therefore be copied for such purposes and not for sale. No reproduction of the information contained herein is allowed without prior information from DIVT.

The use of this package by a provider will not guarantee certification of learners or accreditation of institutions unless all requirements by the Eswatini Higher Education Council (ESHEC) are met.

Registration documents can be downloaded at the link:

<https://www.divt.org.sz/qualifications>

Funded by the Taiwan Technical Mission in Eswatini



Contents

ACKNOWLEDGEMENT	3
THE QUALIFICATION.....	4
NATIONAL VOCATIONAL CERTIFICATE HOSPITALITY & TOURISM: FRONT OFFICE OPERATIONS LEVEL 4	5
RATIONALE.....	5
PURPOSE	5
ENTRY REQUIREMENTS	5
ASSOCIATED LEVEL DESCRIPTORS	6
LEARNING OUTCOMES AND ASSESSMENT CRITERIA.....	6
COMPONENTS OF THE QUALIFICATIONS	6
RULES OF COMBINATION	7
INTEGRATED ASSESSMENT	7
INTERNATIONAL COMPARABILITY	8
ARTICULATION AND LEARNING PATHWAYS.....	8
RESPONSIBLE BODY	8
UNIT STANDARDS	9
CORE 401 Implement workplace health, safety and security procedures	10
CORE 402 Monitor, coach and administer staff.....	15
CORE 403 Train staff in job skills.....	21
CORE 404 Implement work operations.....	25
CORE 405 Maintain financial records and systems	32
CORE 406 Promote and sell tourism products	36
CORE 407 Coordinate control of stock	40
CORE 408 Apply First Aid in a hospitality establishment.....	44
CORE 409 Conduct basic communication	49
CORE 410 Facilitate effective workplace relationships in a hospitality establishment.....	53
HTFO 401 Supervise reservations in a hospitality establishment	57
HTFO 402 Supervise accommodation reception services	61
HTFO 403 Co-ordinate preparation and processing of complex business documents	66
HTFO 404 Supervise financial transactions and routine records and reports.....	70

ACKNOWLEDGEMENT

The qualifications package was developed through consultations and combined efforts of individuals, organizations and collaborating partners. The qualification contains unit standards benchmarked from other countries in the SADC Region and internationally. The DIVT facilitated the whole process of developing this package.

The following individuals together with their organizations are acknowledged for their special inputs.

No.	Surname	Name	Organization
1.	Dlamini	Fola	Ramblas Restaurant
2.	Nabaala	Philile	ECOT
3.	Mahlalela	Pinkie	Piggs Peak Hotel
4.	Sikhondze	Thembinkosi	Happy Valley Motel
5.	Tshabalala	Thembi	Royal Villas
6.	Khanyile	Jabulani	Royal Villas
7.	Dlamini	Gladys	ECOT
8.	Mamba	Pholile	Consultant
9.	Nxumalo-Mahlobo	Winile	Consultant
10.	Phakathi	Lucky	DIVT
11.	Dlamini	Mazambane	Taiwan Technical Mission

THE QUALIFICATION

NATIONAL VOCATIONAL CERTIFICATE HOSPITALITY & TOURISM: FRONT OFFICE OPERATIONS LEVEL 4

Originator:	DIVT		
Qualification Type:	Certificate	Descriptor:	
Specialisation:	Front Office Operations		
Level:	4	Minimum Credits:	120
Actual Credits	120		
Sub-Framework	TVET		

RATIONALE

The Kingdom of Eswatini identified the Hospitality and Tourism as one of the key sectors that when harnessed well can drive economic growth. As a service industry, human capital development becomes a foundation for quality service to attract growth in the sector. In order to ensure quality vocational skills in the sector, it became primarily necessary and important to develop a vocational qualifications structure that will specify competencies for ensuring quality human resources in the sector for provision of quality services. It is also significant for creating experiences that will make the industry competitive and comparable with other countries or even better.

PURPOSE

The qualification is a direct response to the continuous effort of the Ministry of Education and Training in close collaboration with the Hotels and Tourism association of Eswatini to address the lack of adequate human resources in tourism and hospitality. It recognises people who have the competencies required for performing Front Office Operations as part of routine hospitality and tourism tasks.

The main focus of this qualification, is the attainment of the required outcomes of learning, not the how, when or where the learning occurred. Some people applying to do this qualification may currently not know the how, when and where learning occurred. Some people applying to do this qualification may currently be competent in one or more of the unit standards and should then be given the opportunity to apply for recognition of prior learning

It is assumed that people who wish to enter into any training programme leading to this qualification have acquired basic English Communication and Numeracy skills.

ENTRY REQUIREMENTS

It is assumed that people who wish to enter into any training programme leading to this qualification have been awarded with the NVCHT Level 3 Front Office Operations certificate demonstrated equivalent knowledge and skills.

RPL - A portfolio of evidence of competence of equivalence to Front Office Level 3 followed with a relevant assessment may lead to Recognition of Prior Learning. Learners should be exempted for units achieved in other forms of training after providing evidence.

ASSOCIATED LEVEL DESCRIPTORS

Knowledge

To use a wide range of Hospitality and Tourism practical and theoretical knowledge in Front Office Operations.

Skills

To develop strategic approaches to tasks that arise in work or study by applying specialist knowledge and using expert sources of information in Front Office operations. Evaluate outcomes in terms of strategic approach used and apply known and predictable solutions to predictable situations in Front Office operations.

LEARNING OUTCOMES AND ASSESSMENT CRITERIA

After completion of this qualification, Front Office Attendant level 4 should be able to;

- Implement workplace health and safety and security procedures in a hospitality establishment
- Monitor, coach and administer staff in a hospitality establishment
- Train staff in job skills in a hospitality establishment
- Implement work operations in a hospitality establishment
- Maintain financial records and systems in a hospitality establishment
- Promote and sell tourism products in a hospitality establishment
- Co-Ordinate control of stock and supplies in a hospitality establishment
- Apply First Aid in a hospitality establishment
- Conduct basic workplace oral communication in an Asian, or European language other than English in a hospitality establishment
- Facilitate effective workplace relationships in a hospitality establishment
- Supervise reservations in a hospitality establishment
- Supervise accommodation reception services in a hospitality establishment
- Co-ordinate preparation and processing of complex business documents as part of hospitality operations
- Supervise Financial transactions and routine records and reports in front operations

COMPONENTS OF THE QUALIFICATIONS

The qualification is made of the following unit standards

Unit No.	Unit Standard Title	Level	Credit
HTCore 401	Implement workplace health and safety and security procedures in a hospitality establishment	4	10
HTCore 402	Monitor, coach and administer staff in a hospitality establishment	4	10
HTCore 403	Train staff in job skills in a hospitality establishment	4	8

HTCore 404	Implement work operations in a hospitality establishment	4	8
HTCore 405	Maintain financial records and systems in a hospitality establishment	4	8
HTCore 406	Promote and sell tourism products in a hospitality establishment	4	5
HTCore 407	Co-Ordinate control of stock and supplies in a hospitality establishment	4	8
HTCore 408	Apply First Aid in a hospitality establishment	4	10
HTCore 409	Conduct basic workplace oral communication in an Asian, or European language other than English in a hospitality establishment	4	6
HTCore 410	Facilitate effective workplace relationships in a hospitality establishment	4	10
HTFO 411	Supervise reservations in a hospitality establishment	4	6
HTFO 412	Supervise accommodation reception services in a hospitality establishment	4	7
HTFO 413	Co- ordinate preparation and processing of complex business documents as part of hospitality operations	4	5
HTFO 414	Supervise Financial transactions and routine records and reports in front operations	4	5
Total number of credits			120

RULES OF COMBINATION

This qualification will be awarded to people who have met the requirements of the compulsory set

1.1 Compulsory Set

All the unit standards listed below are required.

8.2 Elective Set

There are no electives in this qualification

INTEGRATED ASSESSMENT

1.2 Body Responsible for the assessment

DIVT

1.3 Frequency and nature of Assessment

Assessment will be done in accordance to the nature of skills acquisition

- Institutional Training will have both formative and summative assessment
- Trade Testing will have only summative assessment

Practical assessment will be done at centres accredited by ESHEC, by panel of experts accredited by ESHEC in consultation with Sector Advisory Committees, coordinated by DIVT. Theory assessment will be coordinated by DIVT. Certification will be coordinated by DIVT.

INTERNATIONAL COMPARABILITY

SADC	This qualification aligns with the level descriptors in the SADC Qualifications Framework and also compares with TVET Qualifications in South Africa and Namibia
-------------	--

ARTICULATION AND LEARNING PATHWAYS

Vertical	NVC HT Level 5
Horizontal	NVC HT Level 4 in Housekeeping, food preparation and food and beverage service
Diagonal	No match

RESPONSIBLE BODY

Ministry of Labour and Social Security (DIVT)

Attention:

Director DIVT

P.O. Box 1218

Somhlolo Road, Opp. ECOT Admin, Sandla

Mbabane

Eswatini

Telephone number: 2404 6122/4

Email: enquiries@divt.org.sz

UNIT STANDARDS

CORE 401 Implement workplace health, safety and security procedures

Title		Implement workplace health, safety and security procedures in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	CORE 401	Credits	8

Purpose

This unit standard specifies the competency required to implement work operations in a hospitality establishment. It includes implementing systems and procedures in a hospitality establishment, monitoring and improving work operations, planning and organising workflow, maintaining workplace records and solving problems and making decisions related to hospitality operations. This unit standard is intended for those who work in Hospitality Operations.

Special Notes

1. Entry information

Prerequisite:

- *Core 201 Follow occupational, health, hygiene, and safety procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.

3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.

4. *Safe working practices* include day to day observation of safety policies and procedures and legislative requirements.

5. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.
6. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, 15 of 2004
 - Occupational Health and Safety Regulations No.18, 1997
 - Liquor Act 6 of 1998
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which comply with the accreditation, national assessment and moderation requirements set by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Implement systems and procedures in a hospitality establishment

Range

Systems and procedures may include but are not limited to guest service procedures; bar or restaurant procedures; kitchen systems and procedures including food safety; housekeeping systems; office administration systems; reservations procedures; cleaning and maintenance procedures; quality assurance procedures; security procedures; stock control systems and procedures; occupational health and safety procedures.

Planning and development of systems and procedures include but are not limited to identifying the need for establishment systems and procedures; clarifying establishment requirements by monitoring the workplace and ongoing consultation with colleagues and guests; identifying problem areas and taking prompt action; developing or revising systems and procedures in consultation with colleagues; considering immediate operational needs and establishment goals and human and financial resource issues, when developing or revising systems and procedures.

Other stakeholders may include but are not limited to suppliers and service providers.

Performance Criteria

- 1.1 The need for systems and procedures that ensure the efficient, safe and effective operation of the establishment is identified in line with establishment procedures.

- 1.2 Information on the systems and procedures required by the establishment is gathered through monitoring the workplace, observing industry trends, noting legislative requirements and consulting with colleagues and customers on an ongoing basis in line with establishment procedures.
- 1.3 Problems with existing operational systems and procedures are identified and responded to in line with establishment procedures.
- 1.4 Immediate operational needs, establishment goals and human and financial resource issues are considered when planning and developing new or existing systems and procedures.
- 1.5 New or revised systems and procedures are introduced in a manner that causes minimum disruption to customers, colleagues and other stakeholders.

Element 2: Monitor and improve work operations

Range

Day-to-day work operations may relate to customer service; bar and restaurant operations; kitchens; office administration; reservation procedures; housekeeping systems; stock control; security; safe work practices; record keeping; financial procedures.

Quality assurance initiatives may be formal or informal.

Performance Criteria

- 2.1 Measures are implemented to ensure that day-to-day work operations support overall establishment goals and quality assurance initiatives.
- 2.2 Training and support on new or revised systems and operations are provided to colleagues in line with establishment procedures.
- 2.3 The efficiency and effectiveness of new or revised systems and procedures are monitored in line with establishment procedures.
- 2.4 Suggestions for improvements to systems and procedures are sought from colleagues, customers and other stakeholders in line with establishment procedures.
- 2.5 Adjustments are made to systems and procedures where necessary in line with establishment requirements.
- 2.7 Quality problems and issues are identified promptly and appropriate adjustments are made in line with establishment procedures.

Element 3: Plan and organise workflow

Performance Criteria

- 3.1 Current workload of colleagues is assessed accurately in line with position description and establishment procedures.
- 3.2 Work is scheduled in a manner that enhances efficiency and customer service quality.
- 3.3 Work is delegated to appropriate people in accordance with principles of delegation.
- 3.4 Workflow and progress are assessed against agreed objectives and timelines.
- 3.5 Colleagues are assisted in time management and prioritisation of workload, through supportive feedback and coaching.
- 3.6 Timely input is provided to appropriate management regarding staffing and resource needs in line with establishment procedures.

Element 4: Maintain workplace records

Range

Workplace records may include but are not limited to inventories, maintenance and breakages; customer and guest feedback, injury and accident reports of the workplace.

Performance Criteria

- 4.1 Workplace records are completed accurately and submitted within required timeframes in line with establishment procedures.
- 4.2 Completion of records is delegated to staff as appropriate in line with establishment procedures.
- 4.3 Workplace records completed under delegation are monitored for accuracy and timeliness of submission in line with establishment procedures.

Element 5: Solve problems and make decisions related to hospitality operations

Range

Problems may include but are not limited to difficult customer service situations; equipment breakdown; technical failure; failure to deliver promised service to customers; procedural inadequacies or failures; unrealistic or impractical product development or marketing resulting in operational difficulties; inadequate staffing; procedural problems; poor rostering; inadequate financial resources; delays and time difficulties.

Performance Criteria

- 5.1 Workplace problems are identified promptly and analysed from an operational and customer service perspective.
- 5.2 Short-term action is initiated to resolve the immediate problem where appropriate in line with establishment procedures.
- 5.3 Communication channels of the establishment are followed to report problems.
- 5.4 Problems are analysed for any long-term impact, and potential solutions are assessed and actioned in consultation with relevant colleagues.
- 5.5 Team members are encouraged to identify problems and participate in identifying appropriate solutions.
- 5.6 Follow-up action is taken to monitor the effectiveness of problem solving and decision making in the workplace.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 402 Monitor, coach and administer staff

Title		Monitor, coach and administer staff in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	CORE 402	Credits	8

Purpose

This unit standard specifies the competency required to monitor, coach and administer staff and keep staff timetables within the framework of established performance management systems. It includes conducting structured performance appraisals and formal counselling sessions. This unit standard is intended for those who work as supervisors in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- *Core 201 Follow occupational, health, hygiene, and safety procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.

3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.

4. *Safe working practices* include day to day observation of safety policies and procedures and legislative requirements.

5. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.
6. Regulations and legislation relevant to this unit standard include the following:
- Labour Act, 15 of 2004
 - Occupational Health and Safety Regulations No.18, 1997 and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which comply with the accreditation, national assessment and moderation requirements set by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Monitor staff performance

Range

Expected standards of performance and performance problems may include but are not limited to productivity; punctuality; personal presentation; level of accuracy in work; adherence to procedures; guest service standards; team interaction; response times; waste minimization; cost minimisation.

Feedback on monitoring includes but is not limited to confirming and corrective feedback on an on-going basis; appropriate guidance and support to colleagues; recognising and rewarding achievements and outstanding performance; identifying the need for further coaching or training.

Performance management systems may include but are not limited to setting performance standards, developing operational plans, staff grievances, disciplinary procedures.

Recognition of achievement may include but is not limited to informal acknowledgment; acknowledgment of an individual's good performance to the whole team; presentation of awards; written report to management.

Solutions to performance problems may include but are not limited to additional training; assistance with problems outside of the workplace; adjustment of workload; re-organisation of work practices; agreement on short-term goals for improvement.

Issues to be considered in performance evaluations may include but are not limited to type of assessment (eg. self, peer, team, productivity indicators); methods of collecting performance data; methods of interpreting performance data; processes for performance appraisal interviews.

Required procedures for a formal counselling session may include but are not limited to formal notification to staff member and/or management; invitation of appropriate people; organisation of appropriate location for counselling session.

Performance Criteria

- 1.1 Ongoing staff performance is monitored in consultation with and knowledge of colleagues, against expected standards of performance using appropriate communication mechanisms.
- 1.2 Feedback on monitoring is provided to staff in line with establishment procedures.
- 1.3 Performance management systems are implemented in line with establishment procedures.
- 1.4 Individual performance evaluations are conducted openly and fairly in line with establishment procedures.
- 1.5 Performance management records are completed and filed in line with establishment policy requirements.
- 1.6 Agreement is reached with colleagues on courses of action and follow-up resulting from performance evaluation in line with establishment procedures.

Element 2: Coach staff in job skills

Range

Identification of coaching needs of colleagues may include but is not limited to request for coaching from colleague to be coached; own observation and workplace experience; direction from other colleagues and management.

Organising coaching may include but is not limited to specifying with colleagues a time and place for coaching.

Job coaching sessions may include but are not limited to on-the-job during work hours; before or after work; in a simulated location away from the actual workplace.

Job coaching may include but is not limited to explaining to the colleague the overall purpose of coaching and demonstrating the specific skills; checking the colleague's understanding; providing the opportunity to practise the skill and ask questions; providing feedback in a constructive and supportive manner.

Skills to be coached may include but are not limited to short, commonly-used tasks such as customer service skills; technical or practical skills such as operating equipment, making something or completing documentation; selling or promoting products and servicing.

Performance problems or difficulties may be due to but are not limited to shyness or lack of confidence; breakdown in communication; language or cultural barriers; insufficient opportunity to practice; inappropriate circumstances for coaching.

Performance Criteria

- 2.1 Need for coaching, including specific coaching needs of colleagues, is identified in line with establishment procedures.
- 2.2 Job coaching of colleagues is planned and organized in line with establishment procedures.
- 2.3 Coaching in job skills is delivered in line with establishment procedures.
- 2.4 Feedback is provided to colleagues on acquisition of job skills and advice on further skills development is provided in line with establishment procedures.
- 2.5 Colleagues acquisition of job skills is monitored and reported in line with establishment procedures.
- 2.6 Supportive assistance to colleagues participating in job skills coaching is provided as required in line with establishment procedures.
- 2.7 Performance problems or difficulties are identified with the coaching and rectified or referred to the appropriate person for follow-up.

Element 3: Keep staff timetables

Range

Timetables may be for an individual department, the entire establishment or a specific project.

Employment conditions of staff may include but are not limited to the number of hours worked in a given shift; overall number of hours allocated to different staff members; breaks between shifts; nature of duties allocated; use of permanent or casual staff.

Implementation of staff timetables to maximise operational efficiency and guest service levels while minimising costs may include but is not limited to combining duties where appropriate to ensure effective use of staff; utilising the available skills base appropriately to roster the most effective mix

of staff and to meet different operational requirements; presenting timetables in required formats to ensure clarity of information; communicating timetables to appropriate colleagues within designated timelines.

Staff work time records include but are not limited to timetables, time sheets, clock cards, attendance registers, staff leave.

Performance Criteria

- 3.1 Staff timetables are developed and maintained in accordance with employment conditions of staff and establishment and legislative requirements.
- 3.2 Staff timetables are implemented to maximise operational efficiency and guest service levels while minimising costs in line with establishment requirements.
- 3.3 Staff work time records are maintained and updated in accordance with establishment procedures.

Element 4: Administer staffing in an operational area of a hospitality establishment

Range

Staff plans may include but are not limited to training (identification of training needs, conferencing, workshops); succession plan; leave (sick, annual, compassionate, maternity, study).

Assistance in recruiting staff may include but is not limited to drafting of position descriptions, shortlisting of candidates, participation in selection interviews, supervision of probationary periods.

Staff records may include but are not limited to personal files, employment history.

Performance Criteria

- 4.1 Staffing requirements for operational area are identified in line with establishment requirements.
- 4.2 Job descriptions of staff are interpreted and updated in line with legislative and establishment requirements (align).
- 4.3 Staffing plans are prepared and implemented for operational area in line with legislative and establishment requirements.

4.4 Assistance in recruiting staff for relevant operational area is provided to management in line with establishment requirements.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 403 Train staff in job skills

Title		Train staff in job skills in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	CORE 403	Credits	8

Purpose

This unit standard specifies the competency required to train staff in job skills in a hospitality establishment. It includes preparing and delivering training, providing opportunities for practice and reviewing training. This unit standard is intended for those who work as supervisors in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- *Core 201 Follow occupational, health, hygiene, and safety procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
 3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.

4. *Safe working practices* include day to day observation of safety policies and procedures and legislative requirements.
5. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.
6. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, 15 of 2004
 - Occupational Health and Safety Regulations No.18, 1997and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which comply with the accreditation, national assessment and moderation requirements set by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Prepare for training

Range

Identifying training needs may include but is not limited to industry, establishment or other performance competency standards; industry or workplace training practices; job descriptions; results of training needs analyses; business plans of the establishment which identify skill development requirements; standard operating and/or other workplace procedures.

Appropriate personnel may include but is not limited to team leaders, supervisors or technical experts; managers or employers; training and assessment coordinators; training participants; representative government regulatory bodies; union or employee representatives; consultative committees; assessors.

Performance Criteria

- 1.1 Specific needs for training are identified and confirmed through consultation with appropriate personnel in line with establishment procedures.
- 1.2 Training objectives are matched to identify competency development needs in line with establishment procedures.
- 1.3 Training approaches are planned and documented in line with establishment procedures.

Element 2: Deliver training

Range

Training sessions include one to one demonstration or small group demonstration (2 to 5 persons).

Resources may include but are not limited to time; location; personnel; materials and equipment; OHS and other workplace requirements; establishment or industry standard operating procedures; finances or costs.

Strategies and techniques may include but are not limited to active listening; targeted questioning; points of clarification; group discussions; demonstrations; visual aids; repetition; summarizing; role-play.

Performance Criteria

- 2.1 Training is conducted in a safe and accessible environment in line with establishment procedures.
- 2.2 Training delivery methods are selected appropriate to training participant(s) needs, trainer availability, location and resources in line with establishment procedures.
- 2.3 Strategies and techniques are employed which facilitate the learning process in line with establishment procedures.
- 2.4 Objectives of the training, sequence of activities and assessment processes are discussed with training participant(s) in line with establishment procedures.
- 2.5 A systematic approach is taken to training and the approach is revised and modified to meet specific needs of training participant(s) in line with establishment procedures.

Element 3: Provide opportunities for practice

Range

Characteristics of training participant may include but are not limited to information in relation to language, literacy and numeracy needs; cultural and educational background; gender; physical ability; level of confidence, nervousness or anxiety; age; previous experience with the topic; experience in training and assessment.

Components of competency include task skills; task management skills; contingency management skills; job or role environment skills; transfer and application of skills and knowledge of new contents.

Training delivery methods and opportunities for practice may include but are not limited to presentations; demonstrations; explanations; problem solving; mentoring; experiential learning; group work; on the job coaching; job rotation; a combination of the above.

Performance Criteria

- 3.1 Practice opportunities are provided to ensure that the participant achieves the components of competency in line with establishment procedures.
- 3.2 Various methods for encouraging learning are implemented to provide diverse approaches to meet the individual needs of participants in line with establishment procedures.

Element 4: Review training

Performance Criteria

- 4.1 Participants are encouraged to self-evaluate performance and identify areas for improvement in line with establishment procedures.
- 4.2 Participants' readiness for assessment is monitored and assistance provided in the collection of evidence of satisfactory performance in line with establishment procedures.
- 4.3 Training is evaluated in the context of self-assessment, participant feedback, supervisor comments and measurements against objectives in line with establishment procedures.
- 4.4 Training details are recorded according to establishment and legislative requirements.
- 4.5 Results of evaluation are used to guide further training in line with establishment procedures.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 404 Implement work operations

Title		Implement work operations in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	CORE 404	Credits	8

Purpose

This unit standard specifies the competency required to implement work operations in a hospitality establishment. It includes implementing systems and procedures in a hospitality establishment, monitoring and improving work operations, planning and organising workflow, maintaining workplace records and solving problems and making decisions related to hospitality operations. This unit standard is intended for those who work in Hospitality Operations.

Special Notes

1. Entry information
Prerequisite:
 - *Core 201 Follow occupational, health, hygiene, and safety procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
4. *Safe working practices* include day to day observation of safety policies and procedures

and legislative requirements.

5. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.
6. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, 15 of 2007
 - Occupational Health and Safety Regulations No.18, 1997and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which comply with the accreditation, national assessment and moderation requirements set by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Implement systems and procedures in a hospitality establishment

Range

Systems and procedures may include but are not limited to guest service procedures; bar or restaurant procedures; kitchen systems and procedures including food safety; housekeeping systems; office administration systems; reservations procedures; cleaning and maintenance procedures; quality assurance procedures; security procedures; stock control systems and procedures; occupational health and safety procedures.

Planning and development of systems and procedures include but are not limited to identifying the need for establishment systems and procedures; clarifying establishment requirements by monitoring the workplace and ongoing consultation with colleagues and guests; identifying problem areas and taking prompt action; developing or revising systems and procedures in consultation with colleagues; considering immediate operational needs and establishment goals and human and financial resource issues, when developing or revising systems and procedures.

Other stakeholders may include but are not limited to suppliers and service providers.

Performance Criteria

- 1.1 The need for systems and procedures that ensure the efficient, safe and effective operation of the establishment is identified in line with establishment procedures.

- 1.2 Information on the systems and procedures required by the establishment is gathered through monitoring the workplace, observing industry trends, noting legislative requirements and consulting with colleagues and customers on an ongoing basis in line with establishment procedures.
- 1.3 Problems with existing operational systems and procedures are identified and responded to in line with establishment procedures.
- 1.4 Immediate operational needs, establishment goals and human and financial resource issues are considered when planning and developing new or existing systems and procedures.
- 1.5 New or revised systems and procedures are introduced in a manner that causes minimum disruption to customers, colleagues and other stakeholders.

Element 2: Monitor and improve work operations

Range

Day-to-day work operations may relate to customer service; bar and restaurant operations; kitchens; office administration; reservation procedures; housekeeping systems; stock control; security; safe work practices; record keeping; financial procedures.

Quality assurance initiatives may be formal or informal.

Performance Criteria

- 2.1 Measures are implemented to ensure that day-to-day work operations support overall establishment goals and quality assurance initiatives.
- 2.2 Training and support on new or revised systems and operations are provided to colleagues in line with establishment procedures.
- 2.3 The efficiency and effectiveness of new or revised systems and procedures are monitored in line with establishment procedures.
- 2.4 Suggestions for improvements to systems and procedures are sought from colleagues, customers and other stakeholders in line with establishment procedures.
- 2.5 Adjustments are made to systems and procedures where necessary in line with establishment requirements.
- 2.6 Quality problems and issues are identified promptly and appropriate adjustments are made in line with establishment procedures.

Element 3: Plan and organise workflow

Performance Criteria

- 3.1 Current workload of colleagues is assessed accurately in line with position description and establishment procedures.
- 3.2 Work is scheduled in a manner that enhances efficiency and customer service quality.
- 3.3 Work is delegated to appropriate people in accordance with principles of delegation.
- 3.4 Workflow and progress are assessed against agreed objectives and timelines.
- 3.5 Colleagues are assisted in time management and prioritisation of workload, through supportive feedback and coaching.
- 3.6 Timely input is provided to appropriate management regarding staffing and resource needs in line with establishment procedures.

Element 4: Maintain workplace records

Range

Workplace records may include but are not limited to inventories, maintenance and breakages; customer and guest feedback, injury and accident reports of the workplace.

Performance Criteria

- 4.1 Workplace records are completed accurately and submitted within required timeframes in line with establishment procedures.
- 4.2 Completion of records is delegated to staff as appropriate in line with establishment procedures.
- 4.3 Workplace records completed under delegation are monitored for accuracy and timelines of submission in line with establishment procedures.

Element 5: Solve problems and make decisions related to hospitality operations

Range

Problems may include but are not limited to difficult customer service situations; equipment breakdown; technical failure; failure to deliver promised service to customers; procedural inadequacies or failures; unrealistic or impractical product development or marketing resulting in operational difficulties; inadequate staffing; procedural problems; poor rostering; inadequate financial resources; delays and time difficulties.

Performance Criteria

- 5.1 Workplace problems are identified promptly and analysed from an operational and customer service perspective.
- 5.2 Short-term action is initiated to resolve the immediate problem where appropriate in line with establishment procedures.
- 5.3 Communication channels of the establishment are followed to report problems.
- 5.4 Problems are analysed for any long-term impact, and potential solutions are assessed and actioned in consultation with relevant colleagues.
- 5.5 Team members are encouraged to identify problems and participate in identifying appropriate solutions.
- 5.6 Follow-up action is taken to monitor the effectiveness of problem solving and decision making in the workplace.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 405 Maintain financial records and systems

Title		Maintain financial records and systems in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	Core 405	Credits	8

Purpose

This unit standard specifies the competency required to maintain accurate financial records in a hospitality establishment. It includes interpreting financial information, monitoring budgets, improving budget performance and preparing financial and statistical reports in a hospitality establishment. This unit standard is intended for those who work as supervisors in the hospitality and tourism industry.

Special Notes

1. Entry information Prerequisite: Core 201 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
3. Budgets may include cash budgets; departmental budgets; personnel budgets; wages budgets; personnel budgets; project budgets; purchasing budgets; sales budgets; cashflow budgets; budgets for a small business.
4. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, 15 of 2007
 - Occupational Health and Safety Regulations No.18, 1997and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which comply with the accreditation, national assessment and moderation requirements set by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Interpret financial information

Range

Financial information must include source documents; journals; transaction reports; account summaries/balances; profit and loss statements; invoices; budget reports; expenditure reports (labour/non-labour).

Financial information may include balance sheets; trial balance; receivables reports; stocktaking sheets; purchase summary reports; stock reports; variance reports; wastage reports; sales reports; supporting reports (eg. covers, occupancy rates, staff costs, units sold); business activity statements; labour/wages reports; cashflow reports; bank statements; bank deposit documentation; merchant statements; transaction exemption reports; cheque books; credit card transaction statements; banking summaries; merchant summaries.

Performance Criteria

- 1.1 Financial information is accessed from source documents in line with legislative and establishment requirements.
- 1.2 Relevant business performance indicators and benchmarks are identified and used for decision-making purposes in line with legislative and establishment requirements.
- 1.3 Financial information and reports required to effectively monitor business performance are identified at a day-to-day operational management level.
- 1.4 Relevant financial information is accessed and reviewed at appropriate times in accordance with establishment policy and financial reporting periods.
- 1.5 Financial information is correctly interpreted.
- 1.6 Financial information is applied to management activities in line with legislative and establishment requirements.
- 1.7 Financial information is reviewed in terms of its impacts on day-to-day work operations and action taken accordingly.
- 1.8 Appropriate financial information is shared with colleagues in a timely manner in line with establishment procedures.

Element 2: Monitor financial activities against budget

Range

Variances include excess or shortage on budget.

Performance Criteria

- 2.1 Income and expenditure information is checked against budgets in line with establishment procedures.
- 2.2 Checks are performed to ensure that balances prepared by others are accurate, and variances against budgets are identified and reported in line with establishment policy.
- 2.3 Appropriate people are advised of budget status, including deviations from projected income and expenditure targets, in line with establishment procedures.
- 2.4 Systems are monitored and feedback on possible improvements are provided in line with establishment procedures.

Element 3: Identify and evaluate options for improved budget performance

Range

Research to investigate new approaches may include discussions with existing suppliers; sourcing of new suppliers; review of operating procedures; potential timetable changes.

Performance Criteria

- 3.1 Income and expenditure information is assessed and areas for improvement in budget performance are identified in line with legislative and establishment requirements.
- 3.2 Measures designed to improve budget performance are researched, identified and communicated to management and other appropriate staff in line with establishment procedures.
- 3.3 Outcomes are discussed with relevant colleagues in line with establishment procedures.
- 3.4 The impact of measures designed to improve budget performance on service levels are evaluated in line with establishment procedures.
- 3.5 Recommendations for improving budget performance are developed and presented to

management and other appropriate people in line with establishment procedures.

Element 4: Complete financial or statistical reports

Range

Financial and statistical reports may relate to daily, weekly, monthly transactions and reports; break-up by department; occupancy; sales performance; commission earnings; sales returns; yield management; commercial account activity.

Performance Criteria

- 4.1 All required financial and statistical reports are completed accurately, within designated timelines and in line with establishment procedures.
- 4.2 Clear and concise financial and statistical reports are produced to enable informed decision-making in line with establishment procedures.
- 4.3 Reports are forwarded promptly to the appropriate person/department in line with establishment procedures

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 406 Promote and sell tourism products

Title		Promote and sell tourism products in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	Core 406	Credits	8

Purpose

This unit standard specifies the competency required to promote and sell tourism products and maintain customer relations in a hospitality establishment. This includes planning, organising, undertaking and reviewing publicity and promotional activities; selling tourism products and services, building and maintaining relations with guests and agents. This unit standard is intended for those who work in Hospitality Operations in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- *Core 201 Follow occupational, health, hygiene, and safety procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
 3. 'EFTPOS' is Electronic Funds Transfer at Point Of Sale.
 4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
 5. *Safe working practices* include day to day observation of safety policies and procedures and legislative requirements.
 6. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.

7. Regulations and legislation relevant to this unit standard include the following:

- Labour Act, 15 of 2004
 - Occupational Health and Safety Regulations No.18, 1997
- and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which comply with the accreditation, national assessment and moderation requirements set by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Promote tourism products

- 1.1 Promotional activities are planned and scheduled in line with the marketing plan, public relations plan and establishment procedures.
- 1.2 Relevant market information is identified, analysed and incorporated into short term planning in line with establishment procedures.
- 1.3 Invitations to participate in activities based on current marketing focus and other relevant information are assessed.
- 1.4 Detailed action plans for promotional activities are developed and implemented at the appropriate time to address all operational details in line with establishment procedures.
- 1.5 Relationships are established and conducted with industry and media colleagues in a manner that enhances the positive image of the establishment.
- 1.6 Networks are used to assist in the implementation of promotional activities in line with establishment procedures.
- 1.7 Public relations resources, including media releases and industry and media support materials are developed in line with establishment procedures.

Element 2: Sell tourism products and services

Range

Product knowledge may include warranties; features and benefits; use by dates; handling or storage requirements; stock availability; safety features; price.

Customers may include but are not limited to people with routine or special needs; regular or new customers; people from a range of social, cultural or ethnic backgrounds and physical and mental abilities.

Obtaining information about customer requirements may include identifying customer by name where possible; questioning techniques to determine customer buying motives; listening to customer; observing, interpreting and clarifying non-verbal communication cues, directing customer directed to specific tourism products.

Selling techniques include matching customer needs to appropriate products and services; clear communication of knowledge of product features and benefits to customers; describing product use and safety requirements to customers; referring customers to appropriate product specialist as required; answering routine customer questions about tourism products and services in an accurate and honest manner or referring to more experienced senior sales staff.

Sales call strategies and tactics may include or be based on focus on specific products or offers; individual customer history; current sales figures for nominated periods; response to competitive activity.

Selling may be conducted face to face; over the telephone; by fax; over the Internet.

Performance Criteria

- 2.1 General knowledge of tourism markets and products is maintained using relevant sources of information.
- 2.2 Customer preferences, needs and expectations are identified using effective interpersonal communication in line with establishment procedures.
- 2.3 Accurate information about products and services is provided to customers in line with establishment procedures.
- 2.4 A variety of selling techniques are appropriately employed to encourage usage and purchase of products and services in line with establishment procedures.
- 2.5 Sales calls are made according to agreed call patterns in line with establishment procedures.
- 2.6 Customers are provided with accurate and timely information on possible 'extras' and 'add-ons' in line with establishment procedures.
- 2.7 Products and services are proactively promoted at appropriate opportunities in accordance with current establishment goals and promotional focus.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 407 Coordinate control of stock

Title		Coordinate control of stock and supplies in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	Core 407	Credits	5

Purpose

This unit standard specifies the competency required to coordinate the control of stock and supplies in a hospitality establishment. This includes maintaining stock levels and records, processing stock orders, taking action to minimise stock losses and organising and administering stocktakes. This unit standard is intended for those who work in Hospitality Operations in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- *Core 201 Follow occupational, health, hygiene, and safety procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
 3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
 4. *Safe working practices* include day to day observation of safety policies and procedures and legislative requirements.
 5. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.

6. Regulations and legislation relevant to this unit standard include the following:

- Labour Act, 15 of 2007
 - Occupational Health and Safety Regulations No.18, 1997
- and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which comply with the accreditation, national assessment and moderation requirements set by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Maintain levels and records of stock and supplies

Range

Stock control systems may be manual or computerised.

Stock and supplies may include but are not limited to food; beverages; room amenities; equipment such as maintenance and cleaning equipment, office equipment; linen; stationery; brochures and promotional materials; cleaning supplies and chemicals; vouchers and tickets; souvenir products.

Storage conditions of stock and supplies include but are not limited to air tight, cool, dry, dark, suitable temperature, free of vermin and infestations.

Performance Criteria

- 1.1 Stock levels are monitored and maintained to establishment requirements.
- 1.2 Stock security is monitored and systems adjusted as required in line with establishment procedures.
- 1.3 Stock re-order cycles are monitored and adjusted as required in line with establishment procedures.
- 1.4 Colleagues are informed of their individual responsibilities in regard to the reordering of stock in line with establishment procedures.
- 1.5 Stock storage conditions are identified and implemented in line with characteristics of product, manufacturer's requirements and establishment procedures.
- 1.6 Records of stock storage and movement are maintained in line with establishment procedures.

- 1.7 Stock performance is monitored and reported and fast/slow-selling items are identified and reported in line with establishment procedures.

Element 2: Process orders for stock and supplies

Performance Criteria

- 2.1 Orders for stock and supplies are processed accurately in line with establishment procedures.
- 2.2 Stock levels are maintained and recorded ensuring information is complete, correct and current in line with establishment procedures.
- 2.3 Incoming stock is checked against purchase and supply agreements and all necessary details are recorded in line with establishment procedures.

Element 3: Minimise stock losses

Range

Reasons for loss of stock may include but are not limited to lack of rotation leading to product deterioration; inappropriate storage conditions; access by pests or vermin; theft; overstocking; incorrect concentration of chemicals; overloading; overheating.

Performance Criteria

- 3.1 Stock losses are identified and recorded in line with establishment procedures.
- 3.2. Losses or overs are investigated, reported and corrective action taken in line with establishment procedures.
- 3.3 Avoidable losses are identified and reasons behind these losses are established.
- 3.4 Solutions to loss situations are identified and procedures for preventing future avoidable losses are implemented in line with establishment procedures.

Element 4: Monitor orders of stock and supplies

Range

Monitoring includes but is not limited to tot measures, flow metres, weighing scales, dispensers and balancing scales.

Performance Criteria

- 4.1 Stock delivery process is monitored to ensure correct quality and quantity of stock delivered within agreed timeframes in line with establishment procedures.
- 4.2 Liaison is maintained with colleagues and suppliers to ensure continuity of supply of stock in line with establishment procedures.
- 4.3 Routine supply problems are followed up and/or problems are referred to the appropriate person in line with establishment policy.
- 4.4 Stock is distributed to agreed allocations in line with establishment procedures.

Element 5: Organise and administer stocktakes

Performance Criteria

- 5.1 Stocktakes are organised at appropriate intervals in line with establishment policy and procedures.
- 5.2 Stocktaking responsibilities to staff are allocated in line with establishment procedures.
- 5.3 Accurate stocktake reports are produced within designated timelines in line with establishment procedures.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 408 Apply First Aid in a hospitality establishment

Title		Apply First Aid in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	CORE 408	Credits	3

Purpose

This unit standard specifies the competency required to apply first aid, in line with the guidelines specified by the Ministry of Health and Social Services. It includes assessing and securing an emergency situation, providing appropriate first aid treatment, recording and reporting on the casualty's condition and treatment and completing required documentation. This unit standard is intended for those who work in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- *Core 201 Follow occupational, health, hygiene, and safety procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
3. Casualty's injuries and symptoms include but are not limited to abdominal injuries, allergic reactions, bleeding, burns, heart attacks, stroke, fainting, hyperthermia, hypothermia including heatstroke, sunburn, heat exhaustion and dehydration, crush injuries, chest injuries, dislocations, epilepsy, diabetes, asthma, eye injuries, fractures, head injuries, neck and spinal injuries, pelvic injuries, insect stings and snake bites, poisoning and toxic substances, choking, poisoning, respiratory emergency, shock, nausea and vomiting, bleeding, smoke inhalation, wounds, pain, sprains, strains, substance abuse including drugs, unconsciousness, no breathing, no pulse.

4. Standard first aid procedures include checking the site for danger to self, casualty and others, minimising dangers and checking and maintaining the casualty's airway, breathing and circulation.
5. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, 15 of 2007
 - Occupational Health and Safety Regulations No.18, 1997and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which comply with the accreditation, national assessment and moderation requirements set by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Assess and secure an emergency situation

Range

Medical emergencies may include abdominal injuries, allergic reactions, bleeding, burns, heart attacks, stroke, fainting, hyperthermia, hypothermia including heatstroke, sunburn, heat exhaustion and dehydration, crush injuries, chest injuries, dislocations, epilepsy, diabetes, asthma, eye injuries, fractures, head injuries, neck and spinal injuries, pelvic injuries, insect stings and snake bites, poisoning and toxic substances, choking, poisoning, respiratory emergency, shock, nausea and vomiting, bleeding, smoke inhalation, wounds, pain, sprains, strains, substance abuse including drugs, unconsciousness, no breathing, no pulse.

Communication links to medical services may include but are not limited to telephone, mobile phone, satellite phone, high frequency (HF) or very high frequency (VHF) radio, two-way radio, flags, flares, hand signals, electronic equipment.

Physical hazards may include but are not limited to workplace hazards, environmental hazards, proximity of other people, wild animals, hazards associated with the casualty treatment processes.

Risks may include worksite equipment, machinery and substances, environmental risks, bodily fluids, risk of further injury to the casualty, risks associated with the proximity of other workers, guests and bystanders.

Contents of the medical first aid kit as prescribed by the Ministry of Health and Social Services as per Regulation 231 of the Occupational Health and Safety regulations, include: an approved wound cleaner, swabs for cleaning wounds, cotton wool for padding, sterile gauze, metal tweezers, scissors, safety pins, triangular bandages (disposable and cotton), roller bandages, elastic adhesive, non-allergic adhesive strip, adhesive dressings strips, first aid dressings, pad with shield or tape for eye, disposable latex gloves, Cardiopulmonary Resuscitation (CPR) mouthpiece, sterile burn shield, straight splints, eye bath, paper and pen, accident report register.

First aid items for specific use for the outdoors include: diarrhoea tablets, throat lozenges, rehydration sachets, space / rescue blanket, aspivenin (for snakebite).

Performance Criteria

- 1.1 Emergency situations are quickly and correctly recognised.
- 1.2 Physical hazards and immediate risk to self and health and safety of the casualty are minimised by controlling the hazard in line with standard first aid procedures.
- 1.3 The nature of the medical emergency is assessed and a decision promptly made regarding action required, including contacting emergency services if needed.
- 1.4 The estimated time for the emergency services to arrive is established and conveyed to casualty and his/her entourage.
- 1.5 Communication links to emergency services are established to ensure prompt control action is undertaken.
- 1.6 Casualty's vital signs and physical condition are identified in accordance with standard first aid procedures.
- 1.7 The contents of the medical first aid kit, including for specific use outdoors, are identified in relation to the emergency situation.

Element 2: Provide appropriate first aid treatment

Range

Assistance from others may include but is not limited to emergency services, colleagues, guests, bystanders.

Performance Criteria

- 2.1 Casualty is reassured in a caring and calm manner and made comfortable using available resources.
- 2.2 Assistance from others is organised where appropriate.

- 2.3 Hygiene is maintained in using supplies from the first aid kit and in all contact with sick or injured persons.
- 2.4 First aid is provided in accordance with established first aid procedures.
- 2.5 Shelter from elements is established in accordance with environmental conditions, if required.
- 2.6 Casualty's condition is monitored and responded to in accordance with established first aid procedures.
- 2.7 Decision is made about whether to transport the casualty to medical assistance or wait, depending on professional medical advice, severity of injury, casualty's condition, environmental conditions, time required for medical assistance to arrive and movement that might hinder rescue procedures.

Element 3: Record and report on casualty's condition and treatment and hand over to emergency services

Performance Criteria

- 3.1 Details of casualty's physical condition, changes in conditions, first aid treatment and response to treatment are accurately recorded in line with standard first aid and organisational procedures.
- 3.2 Details of casualty's physical condition, change in conditions, first aid treatment and response to treatment are accurately conveyed to emergency services or relieving personnel.
- 3.3 Casualty management is finalised according to casualty's needs and first aid principles.
- 3.4 Assistance in the evacuation of the casualty by emergency services is provided as required.

Element 4: Complete required documentation

Performance Criteria

- 4.1 Details of the emergency situation are documented according to company procedures.
- 4.2 Reports provided are clear, accurate and timely, presenting all relevant facts according to established company procedures.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 409 Conduct basic communication

Title		Conduct basic workplace oral communication in an Asian or European language other than English in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	CORE 409	Credits	3

Purpose

This unit standard specifies the competency required to understand and use an Asian or European language other than English for very simple, commonly used expressions of a basic and predictable nature in tourism and hospitality workplaces. It covers activities such as welcoming and fare-welling guests, providing routine face to face routine customer service and performing routine workplace activities. This unit standard is intended for those who work as supervisors in the hospitality and tourism industry.

Special Notes

1. Entry information
Prerequisite:
 - *Core 201 Follow occupational, health, hygiene, and safety procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.
2. The languages relevant to this unit of competency are Asian languages (Chinese and Japanese) and European languages (German, French, Italian, Portuguese, Spanish) other than English that are commonly used by visitors to Swaziland.
3. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.

4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
5. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
6. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, 15 of 2007
 - Occupational Health and Safety Regulations No.18, 1997and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which comply with the accreditation, national assessment and moderation requirements set by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Use basic Asian or European language skills to communicate with guests

Range

Commonly used courtesy expressions (formulaic language) may include but are not limited to:

Good Day; How are you?; Goodbye; Can I help you?; This way please; Have you had lunch?; Did you have a good trip?; Can I clean your room now?; Do you need another towel?; Sorry, I don't understand. Do you speak English; Do you have a reservation?

Performance Criteria

- 1.1 The specific language needed in order to conduct basic communications with guests is identified using appropriate interpersonal communication and establishment procedures.

- 1.2 Social and cultural conventions of the specific language speaker are recognised and observed to support effective communication.
- 1.3 Introductions to guests and colleagues are made in line with establishment procedures.
- 1.4 Basic clarifications are sought from guest about guest identity and spelling of guest's name in line with establishment procedures.
- 1.5 Appropriate, very simple, commonly-used courtesy expressions are used to communicate with guests, in line with establishment procedures.
- 1.6 Efforts are made to communicate through use of gestures or basic vocabulary in the other person's language where language barriers exist.
- 1.7 Assistance from appropriate resources and/or others with suitable language skills is sought to improve communication with guests in line with establishment procedures.

Element 2: Use basic Asian or European language skills to respond to guest requests and perform simple transactions

Range

Simple transactions may include purchase of souvenir products; payment of a restaurant bill; payment for a tourism service (e.g. day tour, accommodation, ticket); references to timetable signage and basic rules e.g. No smoking; selection of food and beverage from a menu; advising check in and check out procedures and times; advising opening and closing times.

Facilities and locations may include in-house facilities; local attractions; places of interest; shopping centres; tour desk; pick up and drop off point for tours; transport terminals, taxi and other transport services.

Simple information related to the workplace may include location of specific place or facilities direction; opening hours; procedures (e.g. check-in, tour pick-up); currency (money); prices; room and floor numbers; safety rules.

Visual techniques may include marking of a map; drawing attention to pamphlets and timetables; locating specific costs and items on menus; signs, gesturing and appropriate body language.

Basic resources to assist communication may include language mats; phrase books; dictionary; pamphlets written in the specific language; menus written in the specific language; signs written in the specific language; international signage e.g. *No Smoking*.

Performance Criteria

- 2.1 Key words and short phrases in the relevant language as well as gestures and other forms of non-verbal communication are used to respond to guest requests, perform simple transactions and provide information on products and services in line with establishment procedures.
- 2.2 Visual aids and resources are used to enhance oral communication with guests in line with establishment procedures.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 410 Facilitate effective workplace relationships in a hospitality establishment

Title		Facilitate effective workplace relationships in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	CORE 410	Credits	8

Purpose

This unit standard specifies the competency required to facilitate effective workplace relationships in a hospitality establishment. It includes communicating establishment and legislative requirements to staff, assisting in resolving workplace conflict, managing and monitoring workplace relationships and updating establishment and legislative requirements in relation to workplace relationships. This unit standard is intended for those who work in supervisory roles in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Core 201 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
 3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
 4. *Safe working practices* include day to day observation of safety policies and procedures and legislative requirements.
 5. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.
 6. Regulations and legislation relevant to this unit standard include the following:

- Labour Act No 6, 1992
 - Occupational Health and Safety Regulations No.18, 1997
- and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which comply with the accreditation, national assessment and moderation requirements set by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Communicate establishment and legislative workplace requirements to staff

Performance Criteria

- 1.1 Information on the establishment's workplace expectations and Eswatini workplace relations legislation is accessed from appropriate sources in line with establishment procedures.
- 1.2 Communication modes which suit the context and staff at all levels are used to provide information on the establishment's workplace expectations and relevant Eswatini workplace relations legislation.
- 1.3 Communication modes are selected that take into account social and cultural diversity in the workplace and which comply with relevant legislative and establishment requirements.
- 1.4 Actions are taken to ensure that communication on workplace expectations and Eswatini workplace relations legislation is understood by work group members in line with establishment and legislative requirements.

Element 2: Implement establishment and legislative workplace requirements

Performance Criteria

- 2.1 Information on legislative and establishment workplace requirements is provided to work group members via a suitable communication medium.
- 2.2 Appropriate measures are taken to ensure that legislative and establishment workplace requirements are implemented in a timely and consistent manner.

Element 3: Assist in resolving workplace conflict

Performance Criteria

- 3.1 Sources of conflict within or associated with the activities of the work group are identified in accordance with establishment requirements.
- 3.2 Appropriate and timely action is taken to resolve conflicts when identified in line with legislative and establishment requirements.
- 3.3 Conflict is managed constructively in line with legislative and establishment requirements.
- 3.4 Difficult situations are negotiated to achieve results that are acceptable to the parties involved and that meet legislative and establishment requirements.

Element 4: Manage and monitor workplace relationships

Range

Building a positive industrial relations climate includes but is not limited to providing employees with accurate and impartial information on industrial matters likely to affect them; promptly identifying workplace changes or issues which may cause industrial unrest and taking appropriate action; promptly identifying potential causes of industrial unrest in external environments and taking appropriate action; implementing mechanisms for consulting with staff and facilitating two-way communication; ensuring induction and training initiatives are used effectively to develop a competent workforce; establishing consultative structures for the identification and resolution of grievances.

Relevant parties to be included in consultation processes must include but are not limited to staff; unions; employer groups; boards of management; government.

Appropriate action in relation to potential industrial disputes may include initiation of consultation processes; further research on issues presented; making reports and recommendations to colleagues; accessing specialist assistance.

Conditions of employment may relate to but are not limited to salary or wages; penalty rates; holidays and leave entitlements; superannuation; hours of work; grievance procedures.

Formal industrial relations procedures may include but are not limited to grievance procedures; dispute resolutions procedures; mediation; conciliation; arbitration.

Implementation of formal industrial procedures includes but is not limited to relevant parties; agreed procedures to resolve employee relations; monitoring of agreed processes and making appropriate

adjustments in consultation with relevant parties; identifying the need for and accessing specialist assistance in industrial relations matters as required.

Performance Criteria

- 4.1 Feedback from individuals or work groups is used to identify and implement improvements in workplace consultative arrangements in line with legislative and establishment requirements.
- 4.2 Workplace relations are proactively managed to ensure the maintenance of a cooperative and productive work environment.
- 4.3 A positive industrial relations climate is fostered in line with the establishment's workplace expectations and Eswatini workplace relations legislation.
- 4.4 Relevant parties are included in workplace consultative arrangements in line with the establishment's workplace expectations and Eswatini workplace relations legislation.
- 4.5 Conditions of employment are implemented that comply with relevant legislation and industrial awards or agreements.
- 4.6 Appropriate action is taken in relation to potential industrial disputes in line with Eswatini workplace relations legislation.
- 4.7 Formal industrial procedures are implemented, as required, in line with the establishment's workplace expectations and Eswatini workplace relations legislation.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFO 401 Supervise reservations in a hospitality establishment

Title		Supervise reservations in a hospitality establishment			
Domain		FRONT OFFICE OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	HTFO401	Credits	6

Purpose

This unit standard specifies the competency required to supervise the reservations in the front office of a hospitality establishment. It includes overseeing reservations functions, monitoring details of reservations, updating reservations and coordinating reservation communications. This unit standard is intended for those who work as managers and/or supervisors in front office operations in the hospitality and tourism industry

Special Notes

1. Entry information

Prerequisite:

- *Core 201 Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
 3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
 4. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
 5. *'Specifications'* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
 6. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, 15 of 2004
 - Public Health Amendment Act 45 of 1976

- The International Health Regulation Act 28 of 1974
 - Occupational Health and Safety Regulations No.18, 1997
- and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which comply with the accreditation, national assessment and moderation requirements set by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Oversee reservations procedures

Range

Ways of receiving reservations include but are not limited to face to face, phone, facsimile, mail, email, internet.

Reservations may be for individuals, groups, VIPs (Very Important Persons may include members of cabinet and parliament, diplomats and known achievers in various fields, heads of delegation, internationally prominent personalities), conference delegates, business travellers.

Reservations system may be computerised or manual.

Performance Criteria

- 1.1 A reservations system is used to access and process reservations and gather reservations information.
- 1.2 Reservation communications are performed in line with establishment procedures.
- 1.3 Quality assurance procedures are implemented to reduce errors and possibility of fraud in line with establishment procedures.
- 1.4 Staff dealing with reservation requests are supervised in line with establishment procedures.
- 1.5 Reservation details, including changes to reservations received from staff, are inspected and verified in line with establishment procedures.
- 1.6 Advice and training are provided to staff on reservations systems and procedures in line with establishment procedures.

Element 2: Monitor details of reservations

Range

Reservation systems may be industry wide or establishment specific, electronic or manual.

Information may include but is not limited to cost of products and services, availability of products and services, product information, product rules, payment requirements, health, customs and immigration, general industry information.

Guest details may include but are not limited to special requests, timing details, special needs.

Performance Criteria

- 2.1 Staff use of reservation system is supervised in line with establishment procedures.
- 2.2 Guest details and booking records are checked and verified in line with establishment procedures.
- 2.3 Special requests are followed up with staff in line with establishment requirements.
- 2.4 Payment details are verified in line with establishment procedures.

Element 3: Update reservation details

Range

Updates and amendments to reservations may include but are not limited to adding additional customers, changing arrival or departure dates, splitting an existing reservation, canceling the booking, changing the itinerary by adding or deleting products or services required, changing customers' names, cross referencing multiple bookings, entering invoicing details, entering payment details, entering ticketing or voucher details and charging of room categories.

Performance Criteria

- 3.1 Cancellations or alterations are monitored and status updated in line with establishment procedures.
- 3.2 Bookings and relevant guest details are checked and verified in line with establishment procedures.
- 3.3 Updates and amendments are made to reservations and saved or stored as required in line with system requirements.
- 3.4 Required reservation details are accessed as required in line with establishment procedures.
- 3.5 Provisional bookings are monitored for planning purposes in line with establishment procedures.
- 3.6 Payments received are monitored in line with establishment procedures.
- 3.7 Relevant departments and colleagues are advised on general and specific guest requirements and reservation details in line with establishment procedures.
- 3.8 Relevant reservation statistics are processed on request in line with establishment procedures.

Element 4: Coordinate reservation communications

Range

Industry colleagues may include but are not limited to product or service suppliers with whom reservations have been made, such as guests, tour operators, travel agents, staff in other departments of the establishment, airlines, car rental companies, other establishment departments which need access to reservations information.

Use of the features of the reservations system includes but is not limited to accessing and updating reservation system information; creating and processing reservations; sending and receiving reservation communications.

Performance Criteria

- 4.1 Reservation details are communicated to guests in response to inquiries, in line with establishment procedures.
- 4.2 Communications with guests and industry colleagues are maintained using the required features of the reservations system in line with establishment procedures.
- 4.3 Communications from guest and industry colleagues are accessed and processed in line with establishment procedures.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFO 402 Supervise accommodation reception services

Title		Supervise accommodation reception services in a hospitality establishment			
Domain		FRONT OFFICE OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	HTFO402	Credits	4

Purpose

This unit standard specifies the competency required to supervise accommodation reception services as part of front office operations. It includes coordinating accommodation reception services and supervising a lost and found facility. This unit standard is intended for those who work in a supervisory role in front office operations in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- *Core 201 Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
 3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
 4. Relevant persons may include colleagues; customers; guests; government or business personnel; professional bodies; the general public
 5. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
 6. *'Specifications'* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.

7. Regulations and legislation relevant to this unit standard include the following:

- Labour Act, 15 of 2004
 - Occupational Health and Safety Regulations No.18, 1997
- and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which comply with the accreditation, national assessment and moderation requirements set by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Coordinate accommodation reception services

Range

Guest arrivals and departures may include but is not limited to individuals, groups, VIPs and people with special needs or requirements.

Staff preparation for guest arrival may include but is not limited to preparing reception area for service; checking all necessary equipment prior to use; checking and reviewing daily arrival details prior to guest arrival; allocating rooms in line with guest requirements and establishment policy; following up uncertain arrivals or reservations; compiling and distributing arrival lists to relevant personnel or departments; informing colleagues and other departments about special situations or requests in a timely manner in line with establishment procedures.

Staff handling of guest welcoming and registration procedures may include but is not limited to polite handling of guest; confirming details of reservation with guest; registering guests; observing acceptable timeframes and establishment security requirements; following establishment accounting procedures; explaining relevant details such as facilities and related services to guests; monitoring of arrivals and cross-checking actual arrivals against expected arrivals; reporting deviations; checking and updating guest information in line with establishment procedures.

Guest departure and preparation of front office records may include but is not limited to express checkouts; group checkouts; accuracy of departure lists; liaison with other departments to facilitate preparation of account; accuracy of guest accounts; recovering keys or electronic cards from guest; assistance to guest during departure where requested.

Requirements for preparation and updating of front office records and reports may include but are not limited to timeliness; establishment procedures; distribution to appropriate departments.

Performance Criteria

- 1.1 Staff preparation for guest arrival is monitored for compliance with establishment requirements and appropriate corrective action is taken, as required.
- 1.2 Staff handling of guest welcoming and registration procedures is monitored for compliance with establishment requirements and appropriate corrective action is taken, as required.
- 1.3 Staff handling of guest departure and preparation of front office records and reports is monitored for compliance with establishment requirements and appropriate corrective action is taken, as required.
- 1.4 Staff handling of cancellations or alterations is monitored for compliance with establishment requirements and appropriate corrective action is taken, as required.
- 1.5 Advice and training is provided to staff and other colleagues on the administration of accommodation reception services in line with establishment procedures.
- 1.6 Assistance is provided to staff and other colleagues in the event of difficulty and problems, in line with scope of personal responsibility and establishment procedures.

Element 2: Supervise a lost and found facility

Range

Documentation on lost and found items includes registers verifying details about when and where item was lost, details about the item and contact details of the owner; tagging and filing found item in date order in designated location.

Items may be stored in a lost and found facility, safe, designated storage area.

Procedure for dealing with items for safekeeping include but are not limited to clearly labelled, securely stored and securely dispatched or disposed of.

Dangerous, illegal or suspicious looking items may include but are not limited to drugs, weapons, contraband, explosives, unusual or unidentified packages or parcels.

Performance Criteria

- 2.1 Staff handling of documentation on lost and found items is monitored for compliance with establishment requirements and appropriate corrective action is taken, as required.
- 2.2 Staff implementation of procedures for dealing with items left for safekeeping is monitored for compliance with establishment requirements and appropriate corrective action is taken, as required.

- 2.3 Staff implementation of procedures for dealing with dangerous, illegal or suspicious looking items is monitored for compliance with establishment requirements and appropriate corrective action is taken, as required.
- 2.4 Advice and training is provided to staff and other colleagues on the administration of the lost and found facility in line with establishment procedures.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFO 403 Co-ordinate preparation and processing of complex business documents

Title		Co-ordinate preparation and processing of complex business documents as part of hospitality operations			
Domain		FRONT OFFICE OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	HTFO403	Credits	3

Purpose

This unit standard specifies the competency required to coordinate the preparation and processing of complex business documents as part of hospitality operations. It includes preparation of complex business documents and monitoring staff processing of business documents. This unit standard is intended for those who work as front office supervisors in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Core 201 Follow *workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
 3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
 4. Relevant persons may include colleagues; customers; guests; government or business personnel; professional bodies; the general public
 5. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
 6. *'Specifications'* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
 7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, 15 of 2004

- Occupational Health and Safety Regulations No.18, 1997 and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which comply with the accreditation, national assessment and moderation requirements set by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Prepare complex business documents

Range

Complex business documents may include but are not limited to reports; newsletters; submissions; proposals; project reviews; web pages; client databases; complex letters; operational plans.

Processing of documents may include but is not limited to recording, receipt or sending of documents; filing (including electronic filing); mailing (including bulk mailing); photocopying; faxing; e-mailing; collating; binding.

Office equipment may include but is not limited to photocopier; facsimile; computer; paging equipment; telephone; calculator; telephone answering machines.

Correspondence to be drafted must include but is not limited to letters; e-mails; faxes; memos.

Performance Criteria

- 1.1 Purpose, audience and format of complex business documents are identified in line with establishment procedures.
- 1.2 Complex business documents are drafted and circulated for comment in line with establishment procedures and designated timelines.
- 1.3 Any feedback and comments received are responded to, and document adjusted where required in line with establishment procedures.
- 1.4 Document is submitted to relevant persons as appropriate in line with establishment procedures.

- 1.5 Copies of all documents are maintained and filed within a secure and ordered system in line with establishment procedures.
- 1.6 Business documents are stored and retrieved in line with establishment procedures.

Element 2: Monitor processing of business documents

Range

Business documents may include but are not limited to guest mail; customer records; incoming and outgoing correspondence; files; letters; facsimiles; staff memos; reports; menus; banquet orders; financial records; invoices; receipts; reservation forms and confirmation, invoice layouts, checklists.

Monitoring of outgoing documents includes but is not limited to checking for clear and concise language appropriate to purpose, audience and situation; correct spelling, punctuation and grammar to ensure understanding by receiver; accurate information.

Performance Criteria

- 2.1 Staff processing of business documents is monitored in line with establishment procedures.
- 2.2 Staff use of office equipment in processing business documents is monitored in line with establishment procedures.
- 2.3 Staff preparation of business documents is monitored for accuracy and style in line with establishment procedures.
- 2.4 Outgoing business documents are monitored for compliance with establishment procedures.
- 2.5 Staff use of filing and storage systems to store and retrieve business documents is monitored in line with establishment procedures.

Registration data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFO 404 Supervise financial transactions and routine records and reports

Title		Supervise financial transactions and routine records and reports in front office operations			
Domain		FRONT OFFICE OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	HTFO404	Credits	4

Purpose

This unit standard specifies the competency required to monitor financial transactions and check routine records and reports as part of front office operations. It includes monitoring financial transactions and checking routine records and reports. This unit standard is intended for those who work as managers and/or supervisors in front office operations in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Core 201 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
 3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
 4. Financial transactions may include but are not limited to credit purchases; credit sales; returns; day-to-day expenses; purchases paid by cheque; withdrawal of cash by owner; payments to creditors; interest charges and bank fees; capital contributions in cash by owner; payments received by debtors; cash sales; cash purchases; commission; interest revenue.
 5. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
 6. *'Specifications'* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.

7. Regulations and legislation relevant to this unit standard include the following:

- Labour Act, 15 of 2004
 - Occupational Health and Safety Regulations No.18, 1997
- and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which comply with the accreditation, national assessment and moderation requirements set by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Monitor financial transactions

Range

Transactions relate to but are not limited to arrivals and departures, food and beverage, mini-bar, laundry and other services, inter-departmental vouchers, foreign currency activities, all types of payment.

Financial and system discrepancies include but are not limited to bank charges; interest; dishonoured cheques; direct payments; direct deposits; incorrect posting, errors in handling payments, errors in guest folios, computer errors, errors in source documentation.

Financial systems include but are not limited to systems for petty cash, floats, debtor control, banking procedures and credit card machines.

Performance Criteria

- 1.1 Checks are conducted to ensure that financial transactions have been carried out in line with establishment procedures.
- 1.2 Checks are performed to ensure that balances prepared by others are accurate and in line with establishment procedures.
- 1.3 Discrepancies in financial information are identified and resolved or reported in line with level of individual responsibility.
- 1.4 Financial systems and financial control systems are used in line with establishment procedures.
- 1.5 Systems are monitored and feedback on possible improvements provided in line with establishment procedures.

Element 2: Check routine records and reports

Range

Receipts include but are not limited to guest bills, dockets.

Routine records and reports include but are not limited to occupancy, sales performance, split by department, commission earnings, supplier activity, sales returns, commercial account activity, foreign currency activities.

Performance Criteria

- 2.1 Guest signatures on receipts are verified against guest registration cards in line with establishment procedures.
- 2.2 Routine records and reports are completed accurately and within designated timeframes in line with establishment procedures.
- 2.3 Reports are filed, stored or forwarded promptly to the appropriate person or department in line with establishment procedures.

Registration data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)